

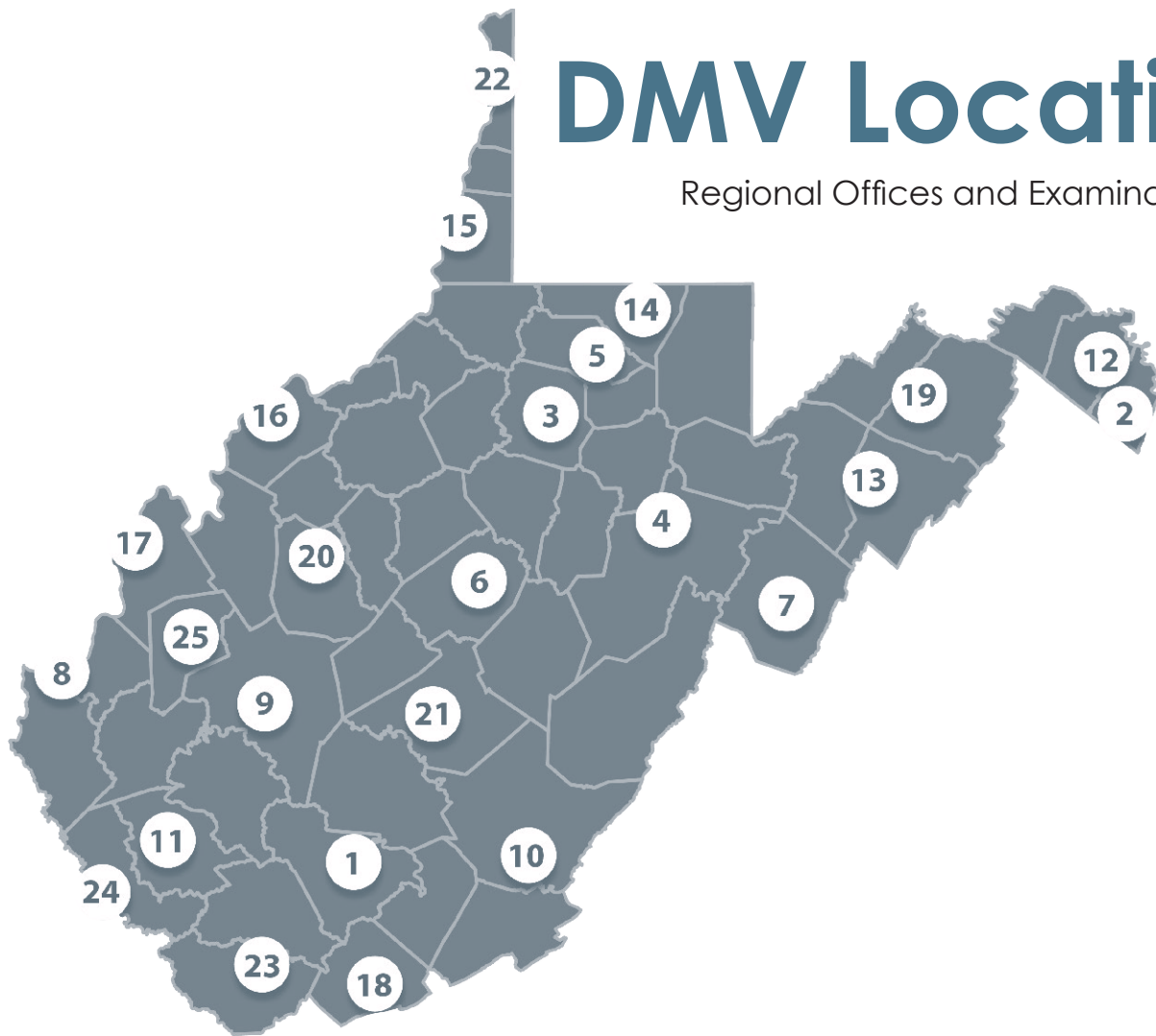


West Virginia Division of Motor Vehicles **ANNUAL REPORT** **2017**



Thomas J. Smith, PE
Secretary, Department of Transportation

Pat S. Reed
Commissioner, Division of Motor Vehicles



DMV Locations

Regional Offices and Examination Centers

1) BECKLEY

107 Pinecrest Drive
Beckley, WV 25801

2) CHARLES TOWN

24 Ruland Road
Kearneysville, WV 25430

3) CLARKSBURG

153 West Main St
Clarksburg, WV 26301

4) ELKINS

1029 North Randolph Avenue
Elkins, WV 26241

5) FAIRMONT EXAM CENTER

420 Marion Square, Suite 290
Fairmont, WV 26554

6) FLATWOODS

295 Skidmore Lane
Sutton, WV 26601

7) FRANKLIN

100 Thorn Creek Road
Suite 300
Franklin, WV 26807

8) HUNTINGTON

801 Madison Avenue
Huntington, WV 25701

9) KANAWHA CITY

5707 MacCorkle Ave. SE
Suite 400
Charleston, WV 25317

10) LEWISBURG

148 Maplewood Avenue
Lewisburg, WV 24901

11) LOGAN

428 Main Street
Logan, WV 25601

12) MARTINSBURG

38 Severna Parkway
Martinsburg, WV 25403

13) MOOREFIELD

410 South Main Street
Moorefield, WV 26836

14) MORGANTOWN

1525 Deckers Creek Blvd.
Morgantown, WV 26505

15) MOUNDSVILLE

400 Teletech Drive, Suite 100
Moundsville, WV 26041

16) PARKERSBURG

601 Lubeck Avenue
Parkersburg, WV 26101

17) POINT PLEASANT

1408 Kanawha Street
Point Pleasant, WV 25550

18) PRINCETON

198 Davis Street
Princeton, WV 24740

19) ROMNEY

HC 60, Box 2570
(Route 50 & Ridge Loop Rd.)
Romney, WV 26757

20) SPENCER

115 Church Street
Spencer, WV 25276

21) SUMMERSVILLE

2 Armory Way
Summersville, WV 26651

22) WEIRTON

100 Municipal Plaza
Suite 100
Weirton, WV 26062

23) WELCH

92 McDowell Street
Welch, WV 24801

24) WILLIAMSON

225 East 3rd Avenue
Williamson, WV 25661

25) WINFIELD

116 Liberty Square
Winfield, WV 25526



Pat Reed
Commissioner

Dempsey Totten
Deputy Commissioner

Terri Shafii
Executive Assistant to the Commissioner

EXECUTIVE STAFF

Regional Offices

Linda Ellis, Director

Management Services

Jerry Conrad, Director

Information Services

Wilbur Thaxton II, Director

Human Resources

Monica Price, Manager

Investigation & Security Services

Dempsey Totten, Director

Vehicle Services

Michael Maggard, Director

Driver Services

Larry Cavender, Director

Legal Services

Jill Dunn, General Counsel

Public Information Specialist

Natalie Holcomb

Governor's Highway Safety Program

Bob Tipton, Director

Table of Contents

2017 Fiscal Year End Report | June 1, 2016 - July 1, 2017

Commissioner's Forward.....	1	Information Technology Services	14
Legislative Changes.....	3	Investigation, Security & Support Services	15
Highway Safety.....	4	Legal Services.....	16
About the Program	4	Management Services.....	17
GHSP Goals.....	5	Receiving & Processing	17
Public Information	5	Purchasing & Accounts Payable	18
GHSP Federal Funding Policy Compliance	5	Warehouse & Inventory Supply	18
Driver Services	7	Regional Office Services.....	19
Revocations & Suspensions.....	9	Vehicle Services	21
DUI Programs	9	Titles & Registrations	21
Driver Improvement.....	9	Dealer/Leasing Services	21
Second Chance Program	10	Motor Carrier Services	24
Medical Review Unit	11	Notes	26
Compulsory Insurance	12		
CDL Assessment Unit	13		

Commissioner's Forward



Pat Reed, Commissioner, WV Division of Motor Vehicles

"Our mission is to provide essential motor vehicle and driver services, facilitate interstate travel by promoting reciprocity for West Virginia vehicles and drivers in other states, promote highway safety, and collect revenue for highway maintenance and construction programs."

2017 Highlights and Accomplishments

The Division continued to make tremendous progress in FY 2017 in improving customer service. Key programs and highlights include:

- ***DMV adds more kiosks (self-service terminals).*** DMV added new kiosks in 2017 that were placed around the state and offer many of the services that can be found through our online services portal. Driver's license renewal and vehicle registration renewal are key features of the kiosks. Locations include: Kanawha City, Martinsburg, Wheeling, Beckley, Barboursville, Clarksburg, and Star City.
- ***DMV utilizes flat screen monitors in all the Regional Offices through the Motor Vehicle Network (MVN) to provide customers with education and information regarding DMV's vehicle and driver services.*** Monitors encourage customers to "Skip the Trip" or "Skip the Line" with online services and the DMV kiosks.
- ***As part of the ongoing business modernization plan, DMV continues to add online services to the website.*** The DMV website contains the online services portal, which allows citizens to perform requests for vehicle registration renewals, duplicate registration cards, duplicate Class A license plate decals or plates, and update their address of record with the DMV. Customers can also pay their driver's license reinstatement fees and purchase their driving record online. Motor carrier drivers can also now take advantage of the online services with a new online application system.

- ***DMV driver examiners continue to be amongst the best in the nation by achieving full national certification.*** The DMV strives to maintain the highest level of performance among our driver examiners through training and education. During FY 2017, over 46% of our driver examiners received additional training for driver, motorcycle and CDL examinations.
- ***The West Virginia Governor's Highway Safety Program (GHSP) continues to focus on reducing roadway injuries and fatalities, aided by the 87% seat belt usage rate in 2016, high visibility enforcement campaigns and strong media messaging.*** In addition to occupant protection, the GHSP also focuses on impaired driving prevention and awareness. In FY17, the GHSP provided \$775,548 in federal DUI funding to 182 law enforcement agencies and the State Police, resulting in 2,495 DUI arrests, 30,891 driver contacts, and 16,389 additional traffic citations.

2018 and Beyond...

The accomplishments of the Division over the last year will stimulate improvements in many its processes. Several key projects are underway in FY 2018. Those projects include:

- ***Implement a new, more convenient IRP solution that will allow customers to perform IRP transactions online as well as from a mobile device. This will also provide customers with real time Federal Motor Carrier Safety Administration updates made directly to their mobile devices.***
- ***Add online renewal capability for West Virginia Automobile Dealers by the end of FY18.***
- ***Implement electronic lien transaction among DMV, Dealers, and Lien Holders by 2018.***
- ***Expand the availability of web based business processes and increase the use of online self-service transactions.***
- ***Integrate personal property tax payment verification with the vehicle database for registration renewals by the end of FY18.***
- ***Complete the interface with the Supreme Court's Unified Judicial Application, which will allow DMV to electronically import most convictions to the driver record by FY 2021.***
- ***Complete the import of the ticket supplied through the Supreme Court's Unified Judicial Application, to the agency's Document Managing System by FY 2020.***

Legislative Changes

Summary for Fiscal Year 2017

Senate Bill 1006

Fee Increases

Senate Bill 1006 increases:

- Division of Motor Vehicles titling and registration fees, DMV administrative fees, DMV driver license testing fees, and motor fuel excise taxes.
- the rate of consumers sales and service tax on sales of motor vehicles,
- The minimum average wholesale price of motor fuels for purposes of the five percent variable fuel tax on a certain date,
- Administrative DMV fees every five years on September 1st based on the US Department of Labor, Bureau of Labor Statistics most current Consumer Price Index not to exceed 10 percent of the total fee amount in a single year,
- The annual registration fee for certain alternative fuel vehicles and specified effective dates.

Amending Codes: §§17-2-13, 17-3-4, 17A-4-1, 17A-4-10, 17A-4A-10, 17A-7-2, 17A-10-3, 17A-10-10, 17A-10-11, 17B-2-1, 17B-2-3a, 17B-2-5, 17B-2-6, 17B-2-8, 17B-2-11, 17C-5A-2a, 17D-2-2 and Amending Code §17A-10-3c.

Senate Bill 235

Motorcycle Registration

The purpose of this bill is to stagger the motorcycle registration and motorcycle license plates in the same way as Class A regular registration plates based on the date of registration. Currently, all motorcycle registrations and license plate renewals are due in the same month.

Highway Safety

The West Virginia Governor's Highway Safety Program

Bob Tipton, Director

About the Program

The Governor's Highway Safety Program (GHSP) is the lead agency for West Virginia's participation in federally funded highway safety improvement measures, which are mandated by the National Highway Traffic Safety Administration (NHTSA). The program is housed under the DMV, and the DMV's Commissioner, Pat Reed, serves as Governor Justice's representative for highway safety.

To allow for maximum flexibility and accuracy in the identification and resolution of highway safety issues throughout the state, the GHSP has established eight (8) focused regional traffic safety programs. These traffic safety programs are located in the population centers of Beckley, Bluefield, Charleston, Clarksburg, Huntington, Parkersburg, Martinsburg, and Wheeling. Each region's mission is to develop and implement the plans that their regions require to lower crashes, injuries, and fatalities on the roadways of West Virginia.

These traffic safety programs also provide a targeted approach to sharing valuable messages about highway safety enhancement legislation with the public.

The GHSP evaluates its performance annually to determine what progress has been made towards meeting its goals. These goals and measures are explained in detail in the GHSP's Annual Highway Safety Performance Plan located on the DMV website.

GHSP Totals

For Counts, Recoveries, and Arrests

	2016	2017
Under Age Drinking	574	604
DUI Arrests	3,549	2,684
Child Restraints	289	234
Driver's License Revoked	990	894
Driver's License Suspended	2,883	3,084
Felony Arrests	545	613
Misdemeanor Arrests	2,846	2,601
Fugitives Recovered	81	117
Weapons Recovered	90	68
Property Value Recovered	\$229,488	\$622,354
Drug Value Recovered	\$219,505	\$141,705

In 2017 the GHSP Funded...

131 Full Sobriety Checkpoints
0 Phantom Checkpoints
18 Occupant Protection Checkpoints
149 Total Checkpoints in WV
86,367 Total Vehicles Contacted
129,550 Total Vehicle Occupants
95 DUI Arrests at Checkpoints
1,942 Citations Issued at Checkpoints
26,075 Hours of Directed and Saturation Patrols
18,182 Citations Issued for All DUI Work
7,872 Man-Hours Invested in Sobriety Checkpoints

GHSP Goals

- **Reduce the five (5) year rolling average of traffic fatalities by 11.6%** from 319 to 296 by 12/31/2017 (2016: 269)
- **Decrease unrestrained passenger vehicle occupant fatalities 9.4%** from 121 to 104 by 12/31/2017 (2016: 104)
- **Increase statewide (observed) seat belt use by 4.2% for all front seat occupants to 90%** by 12/31/2017 (2016: 86.8%)
- **Decrease total of drivers age 20 or under involved in fatal crashes 7.7%** from 37 to 31 by 12/31/2017 (2016: 31)
- **Reduce fatalities per number of vehicle miles travelled (VMT) by 11.2%** from 1.67 to 1.58 by 12/31/2017 (2016: 1.58)
- **Reduce serious injuries by 17%** from 1,962 to 1,629 by 12/31/2017 (2016: 1,258)
- **Decrease unhelmeted motorcyclist fatalities 12.3%** from nine (9) to eight (8) by 12/31/2017 (2016: 9)
- **Decrease overall motorcycle fatalities 6.7%** from 28 to 26 by 12/31/2017 (2016: 28)
- **Reduce pedestrian fatalities 14.2%** from 23 to 19 by 12/31/2017 (2016: 24)
- **Decrease impaired driving fatalities 8.8%** from 96 to 87 by 12/31/2017 (2016: 68)
- **Reduce bicyclist fatalities to zero** by 12/31/17 (2016: 1)

Public Information

The GHSP's public information efforts focus on awareness, education, and the promotion of highway safety initiatives such as seat belt use, child passenger safety, motorcycle safety, pedestrian safety, bicycle safety, ATV safety, as well as the dangers of drowsy driving, impaired driving, and distracted driving.

Changing driver behavior is emphasized as the key to successful highway safety programs, and these objectives are met by combining state, regional, and local efforts. Years of declining injuries and deaths suggest that GHSP efforts are having a positive effect on driver behavior in West Virginia.

The GHSP utilizes surveys, national data, programs and high visibility enforcement campaigns modeled by decades of research provided by NHTSA in order to provide effective and measurable highway safety improvements.

The GHSP also works closely with various agencies and clientele groups throughout the state, including the Commission on Drunk Driving Prevention, the Alcohol Beverage Control Administration (ABCA), the West Virginia State Police, local law enforcement agencies, Emergency Medical Services (EMS), the Prosecuting Attorney's Institute, health care professionals, and even local businesses to educate the public and promote highway safety.

GHSP Federal Funding Policy Compliance

GHSP operates on funding that is provided federally and with required matching funds provided by the state. The GHSP is responsible for the oversight of these grants and their mandated policies and requirements.

NHTSA grant funding policy states that no more than 13% of a NHTSA grant may be expended on administrative costs. Federal statute requires that local political subdivisions be allocated at least 40% of all federal highway safety funding the State receives. GHSP distributed over 78% of its FY 2017 federal funding to various local governments, exceeding the requirements.

For certain grant fund programs, NHTSA requires that the State match at least 25% of all NHTSA funding received by GHSP. West Virginia's FY 2017 allocation exceeded this requirement.

The GHSP's regional traffic safety programs receive approximately 70% of West Virginia's federal highway safety driver behavior funding that goes towards regional enforcement, local media, administrative, and public education material production costs.

The remaining funds are utilized through the GHSP central office and other state agencies to fund statewide media campaigns, training, various safety programs, and to grow electronic data collection for accurate measures and reporting.

Law Enforcement Training

	CLASSES	STUDENTS
Speed Enforcement & Radar/Lidar	3	16
Occupant Protection	25	248
Checkpoints	5	61
Crash Investigation	1	2
Motorcycle Safety	2	13
DUI (Drug & Alcohol)	21	514
Other	12	402
	69	1,256

GHSP Crash Information

	2016	2017
Crashes	38,189	37,077
Fatalities	268	269
Serious Injuries	1,264	1,264
Total Injuries	15,094	14,568
Alcohol Related Crashes	1,884	1,632
Alcohol Related Fatalities .08+	71	68
Alcohol Related Injuries	1,264	971
Alcohol Related Fatality %	26.5%	25.3%
Underage Alcohol Sales	22.1%	22.1%
Motorcycle Crashes	576	464
Motorcycle Fatalities	32	29
Motorcycle Injuries	531	437
ATV Fatalities on Public Roadways	18	17
ATV No Helmets	13	16
ATV Unknown Helmets	1	1
Speed Related Fatalities	66	60
Speed Related Fatality %	24.6%	22.3%
Pedestrian Fatalities	19	24

Sources: NHTSA, FARS, WVDOH, and GHSP. Totals annotated with N/A were unavailable as of the date this report was published.

Training for Everyone

	CLASSES	STUDENTS
CPS Technician Certification	5	68
CPS Technician Recertification	2	7
Kidz in Motion	9	91
	16	166

GHSP Funding Sources & Expenditures

Federal Funds	98.9%	Project Funds \$11,828,493
	1.1%	Planning & Administration \$147,536
Matching Funds	94.7%	Project Funds \$2,774,639
	5.3%	Planning & Administration \$147,536

Law Enforcement Citations and Warnings

	Citations	Warnings
Child Restraint	234	85
Insurance	6,135	3,115
Other	4,875	29,247
Reckless Driving	130	185
Red Light & Stop Sign	1,715	1,519
Seat Belt	11,783	3,734
Speeding	12,916	13,992
Cell phone	6,279	2,244
Texting	725	250

Driver Services

Larry Cavender, Director

West Virginia's classified driver's license system specifies vehicle types that a licensee may operate. The class of licensees range from operators of 80,000 pound combination vehicles (Class A) to persons who are restricted to the operation of motorcycles only (Class F). The classified driver's license system ensures that licensees operate only those types of vehicles for which they have the proper training and safety record.

The DMV is linked to the National Problem Driver Point System (PDPS) for inter-jurisdictional tracking of driver records. The computerized system searches the driving records of licensed applicants by name and birthday.

The DMV's innovative digitized driver's license system has introduced one-stop-shopping to its customers and virtually eliminated the delays inherent in doing business with the agency via U.S. mail. New licenses, duplicates, and renewals are available in minutes at any DMV Regional Office. The computer-generated license system reduces the risk of fraudulent issuance and increases the efficiency of record keeping. The system also stores the facial images of licensees, thus providing reliable identification for subsequent transactions. Licensees have the option to store a digital fingerprint image in their license record as an extra security precaution.

The WV DMV offers two types of driver's licenses and identification cards: a Not for Federal use driver's license or ID card, or a REAL ID, For Federal Use card that contains a gold star, indicating that the card meets full federal requirements for future use at airports and other designated federal facilities and uses nationwide.

License Indicators & Restrictions in 2017

Total Diabetic Indicators	3,283
Total Organ Donors	511,437
Total Hearing Impaired	905

Motorcycle Exams & Safety Training

	PASS	FAIL
Motorcycle Skills Test	735	159
Motorcycle Written Exam	5,035	2,886
Exams Total	5,770	3,045
Safety Training Total	959	23

Driver Examination Totals

Graduated Licenses & Learner's Permits

	PASS	FAIL
GDL Level 2 Skills Exam	17,728	6,318
Learner's Permit Exams	38,091	47,641
Total Exams	55,819	53,959

Learners permit exam total includes GDL 1 and Non-GDL Permits. In previous years the GDL 1 numbers were reported separately. Separate reporting is no longer an option as of July 2011 due to programing changes.

License & ID Card Totals in 2017

Female Licensed Drivers	652,167
Male Licensed Drivers	639,385
Graduated Licenses	38,869
Child ID Cards	5,504
Employee ID Cards	48,134
Total Drivers w/ License Restrictions	652,709
All Non-Driver ID Cards*	142,766

*Includes salesperson license ID cards, employee, child, barber/cosmetologist, DHHR REDL, secondary, and adult identification cards.

Driver Examination Totals

Regular Driver's Licenses	PASS	FAIL
Driving Skills Test	10,238	2,981
Commercial Driver's		
General Knowledge	2,316	2,082
Air Brakes	2,261	1,355
Combination Trailers	1,818	617
Doubles & Triples	343	121
Tanker Trailers	985	189
Hazardous Materials	1,332	444
Passenger Endorsement	682	370
Pre-Trip Inspections	2,611	345
Basic Control Skills	2,578	246
Skills Testing	2,574	188
School Bus	579	77
CDL Totals	18,079	6,034

Licensed Drivers by County & Class

County	Class E	Class D	CDL	Total	County	Class E	Class D	CDL	Total
Barbour	10,099	674	525	11,298	Mingo	16,758	427	677	17,862
Berkeley	75,031	1,340	2,683	79,054	Monongalia	58,358	1,637	1,136	61,131
Boone	14,281	533	606	15,420	Monroe	8,930	314	440	9,684
Braxton	8,612	653	579	9,844	Morgan	14,633	319	746	15,698
Brooke	15,030	184	538	15,752	Nicholas	17,133	819	1,030	18,982
Cabell	59,045	1,496	1,371	61,912	Ohio	31,611	409	930	32,950
Calhoun	4,353	385	229	4,967	Pendleton	5,174	176	350	5,700
Clay	5,565	418	341	6,324	Pleasants	4,782	205	260	5,247
Doddridge	3,147	268	224	3,639	Pocahontas	5,339	339	440	6,118
Fayette	29,021	1,356	1,434	31,811	Preston	21,019	1,106	1,222	23,347
Gilmer	3,708	320	210	4,238	Putnam	38,373	1,509	1,308	41,190
Grant	7,756	293	539	8,588	Raleigh	47,822	1,781	1,728	51,331
Greenbrier	24,698	1,221	1,079	26,998	Randolph	18,780	1,091	997	20,868
Hampshire	15,678	316	858	16,852	Ritchie	6,688	380	423	7,491
Hancock	23,229	203	727	24,159	Roane	10,347	662	597	11,606
Hardy	9,429	250	597	10,276	Summers	6,414	228	300	6,942
Harrison	47,470	3,035	1,789	52,294	Taylor	14,330	824	605	15,759
Jackson	19,528	785	824	21,137	Tucker	4,648	260	253	5,161
Jefferson	40,949	555	1,042	42,546	Tyler	5,312	180	222	5,714
Kanawha	123,807	4,981	3,424	132,212	Upshur	15,037	1,076	982	17,095
Lewis	11,726	984	945	13,655	Wayne	24,853	552	869	26,274
Lincoln	12,716	706	735	14,157	Webster	5,547	3478	354	6,249
Logan	21,806	983	981	23,770	Wetzel	12,323	510	526	13,359
Marion	34,157	1,945	1,006	37,108	Wirt	3,235	176	181	3,592
Marshall	19,075	279	691	20,045	Wood	60,036	1,599	2,014	63,649
Mason	17,731	460	665	18,856	Wyoming	13,761	440	581	14,782
McDowell	11,966	375	623	12,964	STATE TOTALS	E	D	CDL	Total
Mercer	39,869	984	1,569	42,422		1,200,606	43,839	46,826	1,291,271
Mineral	19,881	490	821	21,192					

Revocations & Suspensions

The DMV's responsibility does not end with the issuance of a driver's license. DMV monitors the driving activity of all licensees through a number of methods.

The main purpose of any license suspension is to protect the public from drivers who operate their vehicle in an unsafe or illegal manner, and to offer opportunities for motorists to improve their driving through participation in safety and training programs.

DUI Programs

The DUI Program Unit administers court conviction revocations and administrative revocations for driving under the influence of alcohol or drugs. The unit also handles restoration of driving privileges which entails working in conjunction with the Bureau of Behavioral Health to assure the offender has completed the Safety and Treatment Program for DUI offenders.

The Safety and Treatment program allows private behavioral health providers and state-funded facilities to offer educational and rehabilitative services. This collaboration maximizes the availability of the program to DUI offenders and helps offenders to acknowledge the effects of alcohol on their lives while providing the means to resolve their alcohol-related problems.

DMV's Ignition Interlock Program makes it possible to restrict, rather than revoke, the driving privileges of DUI offenders. A breath alcohol content monitor is wired into the ignition of a participant's vehicle. Vehicles so equipped will not start unless an acceptable breath sample is submitted. DUI offenders are ineligible for Ignition Interlock during any appeal of their license revocations, or if they have a previous conviction for driving while revoked or suspended within the last six (6) months, or if they have been convicted of DUI involving a controlled substance. Participants may be required to first serve a license revocation and must enroll in an approved DUI Safety and Treatment program. Ignition Interlock enables participants to avoid the disruption of their lives that a DUI would cause.

Our statistics show that the rate of DUI recidivism is much lower among Ignition Interlock participants than among the general population. Thus, the Ignition Interlock Program benefits both society and the problem driver.

Driver Improvement

The Driver Improvement Unit administers laws and regulations to ensure that all licensees drive responsibly. This governing often requires the restriction, suspension, revocation, or disqualification of the licensee's privilege to drive. Restoration of driving privilege may be met when the driver takes the necessary corrective measures required by state code and legislative rule.

Driving Under the Influence

	2016	2017
DUI Revocations	9,944	8,662
Under 21 - Any Measurable Alcohol	110	85
Concurrent Revocation (2 Issues)	1,248	984
Magistrates Total Convictions	6,082	5,710
Circuit Court Total Convictions	83	74
Municipal Court Total Convictions	501	573

Ignition Interlock Program

	2016	2017
Applications Approved & Denied	5,683	4,828
Installations	3,739	3,004
Enrollees Completing & Removed	2,836	2,509
Persons Disqualified	957	780

The Driver Improvement Section handles multiple types of offense related files including: Nonpayment of court ordered child support, fraudulent license suspensions, passing a stopped school bus, failure to pay for gasoline, driving on a suspended license, excessive points accumulation, student attendance for under age persons, unpaid citations through an in-state court, GDL suspensions and others.

West Virginia cooperates with other states in tracking unpaid and unresolved traffic citations. Member states reciprocally suspend the driver's licenses of their residents who fail to satisfy a traffic citation issued in another state. Restoration of driving privileges may be met when the driver provides proof of resolution of the outstanding traffic citation.

The Driver's License Compact is an agreement among 46 states to report court convictions of non-resident traffic offenders to their home jurisdictions. Forty-four states allow non-resident motorists to accept a traffic citation for certain violations and proceed on their way without delay with the obligation of resolving the court issue later. Upon receipt of the court conviction from any member state, the appropriate information is applied to the West Virginia driver's record.

Second Chance Program

The Citations Unit handles the Second Chance Program that became effective June 12, 2016 under Senate Bill 634. This program is administered by the Division of Justice and Community Services (DJCS) and allows the driver to obtain a stay of a driver's license suspension from the Commissioner of the Division of Motor Vehicles, if the unpaid tickets are older than twelve months old and the driver is making monthly payments for unpaid court costs to the DJCS.

Second Chance Program

	2016	2017
Total Applications Received	N/A	2,815
Total Applications Processed	N/A	1,574
Applicants Eligible	N/A	117
Licensed Participants	N/A	86

Offenses Requiring Revocations

	2016	2017
Reckless Driving (3rd Offense in 24 Mo.)	4	0
Driving While Revoked or Suspended	5,049	5,022
Speed Racing (On a Public Highway or Street)	18	18
Hit & Run (Personal Injury)	13	7
Manslaughter (Negligent Homicide)	9	6
Leaving the Scene of an Accident	31	16

Student Attendance Program

	2016	2017
License Suspensions	533	750
License Reinstatements	561	520

Point System

	2016	2017
Suspensions	703	782
Reinstatements	685	717

Revocation/Suspension Totals

Other Breakdown	2016	2017
Fraudulent Applications	16	19
GDL (2 or More Tickets)	135	132
Unpaid Child Support	3	4

Resident Violators

	2016	2017
Suspensions	60,788	58,308
Reinstatements/Cleared	37,781	34,287

Non-Resident Violators

	2016	2017
Non-Compliance Reports for Other States/License Suspended for Failure to Comply	4,928	4,254
Files Closed Upon Receipt of Compliance with No Reinstatement Fees Needed	1,319	1,229
Files Closed Upon Receipt of Compliance and Reinstatement Fees Paid	2,282	2,193
Notices Mailed to Other States	10,746	10,718

Violations by WV Drivers Reported in Other Jurisdictions

State	2016	2017	State	2016	2017	State	2016	2017
Alabama	44	52	Kansas	55	52	North Carolina	53	53
Alaska	0	0	Kentucky	903	773	North Dakota	43	53
Arizona	31	22	Louisiana	43	27	Ohio	8,896	7,820
Arkansas	29	27	Maine	2	2	Oklahoma	30	43
California	10	14	Maryland	3,387	1,874	Oregon	21	36
Colorado	34	26	Massachusetts	4	4	Pennsylvania	1,895	1,672
Connecticut	37	37	Michigan	79	68	Rhode Island	0	0
Delaware	104	88	Minnesota	22	27	South Carolina	789	703
District of Columbia	0	0	Mississippi	21	7	South Dakota	9	17
Florida	244	250	Missouri	63	61	Tennessee	291	313
Georgia	218	193	Montana	17	10	Texas	197	150
Hawaii	35	50	Nebraska	18	26	Utah	18	18
Idaho	18	14	Nevada	11	12	Vermont	2	0
Illinois	109	70	New Hampshire	0	0	Virginia	10,574	10,941
Indiana	181	141	New Jersey	95	179	Washington	29	41
Iowa	28	45	New Mexico	25	36	Wisconsin	34	39
			New York	331	270	Wyoming	35	47

Reported Traffic Convictions

	2016	2017		2016	2017
Reckless/Hazardous Driving	787	765	Failure to Obey Traffic Signal/Control Device	3,239	2,751
Speeding in a School Zone	273	240	Driving Left of Center	480	443
Speeding	16,599	16,529	Driving Too Fast for Conditions	126	109
Hit and Run (Bodily Injury)	5	4	Failure to Keep Vehicle Under Control	1,120	1,051
Leaving Scene of Accident	322	357	Failure to Yield When Merging	710	593
Passing a School Bus	87	81	Following Too Closely	272	281
Improper Passing	456	404	Driving with More Than Three People in Front	4	6
Improper Signal / No Signal	83	76	Driving Wrong Way on a One-Way Street	96	90
Improper Lane Change	146	117	Driving on Wrong Side of Road	25	25
Failure to Keep in Proper Lane	140	124	Making Improper Turn	111	133
Failure to Follow Police Officer's Instructions	21	23	Improper Backing	49	39
Failure to Yield to an Emergency Vehicle	209	200	Using a Hand-Held Mobile Phone/Device	7,076	5,884
Texting While Driving	297	257			

Medical Review Unit

The Medical Review Unit maintains files on all drivers who have been reported as having medical or visual conditions that could impact their driving. Cases are reviewed on an individual basis to determine the appropriate course of action. Periodic medical visual examinations and/or driver re-examination may be required of at-risk drivers and commercial drivers with intrastate waivers that do not meet the federal standards due to diabetes, vision, or limb impairments.

The unit also consults with the Driver's License Advisory Board for recommendations as necessary. The Driver's License Advisory Board consists of five (5) physicians who are appointed by the Governor. These physicians advise the Commissioner of Motor Vehicles on vision standards and medical criteria that are relevant to driver licensing.

Medical Unit Statistics

	2016	2017
Medical Suspensions	187	217
Re-Exam Suspensions	141	112
New Medical Files	315	331
Vision Report Reviews	3,278	2,906

Compulsory Insurance

DMV monitors motorist compliance with West Virginia's compulsory automobile insurance law in several ways. The Compulsory Insurance unit takes administrative action through citations for "no insurance", review of crash reports submitted by law enforcement, court-ordered judgments awarding monies due to an uninsured crash, random ongoing verification of registrants insurance information, and insurance fraud.

The unit also processes all requests for driving records. Each request is reviewed to ensure proper disclosure of records, correct fees, and proper identification of the requestor. The request may be either by the licensee, an employer or an attorney.

Additionally, this unit handles all requests for certification of driving records and corresponding suspension and revocation files. These types of requests are from law enforcement, all branches of the judicial system, county prosecutors, etc. The majority of these requests are received through the West Virginia portal of Law Enforcements' weapons system, and must be handled expeditiously for proper prosecution or dismissal through the court.

Other Totals

	2016	2017
Driving Records Processed by DMV	58,190	48,295
Driving Record Certifications	17,888	19,595
Insurance Waiver Program Participants	370	318

Court Reports

	2016	2017
Court Report Suspension Notices	3,197	3,937
Court Report Driver Suspensions	2,219	2,948
Court Report Vehicle Suspensions	348	552
Court Report State Police Secure Orders	241	210

Crash Reports

	2016	2017
Crash Report Suspension Notices	981	995
Crash Report Driver Suspensions	593	644
Crash Report Vehicle Suspensions	200	148
Crash Report State Police Secure Orders	48	50

Fraudulent Insurance

	2016	2017
Fraudulent Suspension Notices	239	165
Fraudulent Driver Suspensions	194	142
Fraudulent Vehicle Suspensions	195	123
Fraudulent State Police Secure Orders	174	90

Court Ordered Judgement

	2016	2017
Judgement Suspension Notices	267	216
Judgement Driver Suspensions	206	187
Judgement Vehicle Suspensions	0	0
Judgement State Police Secure Orders	0	0

Online Insurance Verification

	2016	2017
Vendor Issued Online Insurance Verification Letters	N/A	58,146
Online Insurance Verification Letters	14,040	26,344
Online Insurance Driver Suspensions	4,471	9,601
Online Insurance Vehicle Suspensions	343	1,284
Online Insurance State Police Secure Orders	302	1,028

CDL Assessment Unit

The CDL Assessment Unit is responsible for monitoring the records of our state's current 46,893 Commercial Driver's License (CDL) holders. The unit handles all information received from courts and the Public Service Commission for a CDL/CMV driver.

Federal Motor Carrier Safety Administration (FMCSA) regulations require court convictions to be placed on CDL holders/CMV's within 10 days of court adjudication. The FMCSA performs a yearly review of the state's CDL procedures to ensure compliance to their mandated regulations. Any inadequacies can result in a Finding against the state. Findings result in the state responding with a plan to correct or improve the inadequacy within a named time period. Therefore, accuracy and swiftness are of the utmost importance to the unit.

The unit updates our WV CDL records for all convictions received from in-state courts, updates out-of-state CDL holders electronically through CDLIS to the home jurisdiction's record and receives CDLIS electronic transmissions from other jurisdictions on our WV CDL holders. The unit processes all court notices for Failure to Appear, Pay, or Comply for CDL holders both in-state and out-of-state, fraud suspensions and Coal Resource Transportation System violations. They place the CDL convictions on the record and follow up with suspensions and disqualifications sanctioned by state code, legislative rule and federal regulations.

CDL Convictions

	2016	2017
Out-of-State CDL Convictions Sent Through CDLIS	N/A	1,137
WV CDL Convictions Received Through CDLIS	N/A	1,173
WV CDL Convictions Entered	N/A	4,165
2017	CDL-CMV	CDL-Private Passenger
DUI / Controlled Substances	1	380
Driving While Suspended/Revoked	3	143
Hit and Run/Leaving the Scene	2	5
Excessive Speeding	41	368
Speeding in School Zone/Passing Stopped School Bus	0	9
Reckless Driving	3	57
Improper/Erratic Lane Change	21	26
Following Too Closely	11	58
Using a Handheld Mobile Phone/ Driving	21	254
Texting While Driving	1	2
Driving W/Out Obtaining a CDL or Having Proper Endorsements	9	38

CDL Licensees Failure to Appear, Pay or Comply

	2016	2017
WV CDL In-State Courts	N/A	1,034
WV CDL Out-of-State Courts	N/A	205
Out-of-State CDL WV Court (CDLIS)	N/A	194

CDL Suspensions/Revocations/Disqualifications

	2016	2017
DUI / Controlled Substance	N/A	345
DWLSR	N/A	39
Leaving the Scene	N/A	11
Felony Involving CMV	N/A	1
Second Serious CMV	N/A	5
CRT	N/A	1
Fraud	N/A	1
RR	N/A	1
Driving CMV W/Out a CDL	N/A	3
Points	N/A	10

Information Technology Services

Wilbur L. Thaxton II, Director

The Information Technology (IT) Services section houses the IT Systems Service Desk, the DMV Programming unit and the Data Processing & Records Retention units which serve to maintain and troubleshoot all information/IT related activities for the DMV.

IT Services is responsible for creating, modifying, and modernizing all DMV related systems to meet industry standards while maintaining appropriate access for overall data security. Additionally, IT Services works with the Office of Technology (OT) to improve efficiency in current systems and processes, as well as researching, selecting, and implementing new systems for the DMV to use for its ever changing customer service demands. The most recent addition is an IRP solution that provides online and mobile applications, making West Virginia the first in the nation to offer both options. Additionally, the IRP solution includes a CVIEW component to allow law enforcement to securely monitor the Commercial Driver's License community.

The DMV continues to enhance its online services, providing a way for citizens to avoid the hassle of making the trip to a regional office by allowing them to conduct some of the more common transactions from their computer, tablet or smart phone. Vehicle registration renewals and driver's license renewals can now be done this way as well as through new kiosks, now available in seven locations across the state, with plans to install more in 2018.

IT Services also maintains the required privacy and security standards set forth by state and federal law, while adhering to best practice standards set forth by Information Technology Industry.

IT Systems Service Desk

The IT System assists all agency employees, vendors and the DMV regional offices by performing general information and technology troubleshooting services statewide, as well as providing support to other agencies nationwide. This area also creates, modifies, deletes and audits user access to network and mainframe and all related systems.

This section serves as the primary contact for technical support to DMV and other state agencies pertaining to DMV systems operations. It is also responsible for performing any necessary maintenance of information on the systems as well as providing appropriate access for overall data security. These systems include the Automated Testing System (ATS), the credential issuance camera system, mainframe, cash remittance systems, IRP systems and all systems related to the efficient operation of the DMV.

Data Processing & Retention Unit

The Data Processing & Retention Unit verifies, creates, updates, maintains and distributes vehicle title and registration information as well as maintains all DMV records. This unit responds to information requests from legally authorized sources and is responsible for the optical imaging and document management of all DMV files.

Investigation, Security & Support Services

Dempsey Totten, Director

Investigation, Security, and Support Services (IS&S) is responsible for conducting internal and external investigations including:

- Internal employee fraud
- External customer fraud
- Title fraud
- License fraud
- Odometer fraud
- Vehicle tax fraud
- Identity theft
- Stolen vehicles

Additionally, this section is responsible for all fingerprint based and name based background checks of all qualifying DMV employees as well as the third party CDL examiners in compliance with the REAL ID Act.

Investigations, Security, and Support Services provides all training and certifications, required by AAMVA, for all driver's license, motorcycle license, and commercial driver examiners as well as all third party CDL examiners.

While utilizing West Virginia's Mobile Commercial Driver's License (mCDL) program, this unit received federal grant funding for continued research and development of the program's software. This software permits third party CDL examiners to test multiple state residents in a professional and wireless manner.

The section is responsible for the managing and coordination of the DMV's fleet vehicles, serving as the central point of contact between the Fleet Management Office, Agency Drivers, and other personnel. This includes maintaining and verifying eligibility records of all assigned drivers, and assuring that all drivers are aware of the proper use of State vehicles as well as Policies and Procedures.

This section also provides program oversight and monitors the administration of CDL skills tests given by third party examiners and conducts low vision Bi-Optic testing for the DMV, as well as reviewing and comparing all photos processed daily through facial recognition for fraudulent activity.

IS&S Statistics

	2016	2017
External Investigations Completed	1,743	1,603
Internal Investigations Completed	11	9
CDL Tests (Normal Observation)	2,879	2,861
CDL Tests (Covert Observation)	301	299
Employees Train - CDE & CME Training Classes	82	34
Employees Trained CDL (Recertification)	0	38
Contract Third Party Examiners Trained Recertification	NA	28
Employees Trained CDE (Certification)	70	8
Low Vision Skills Tests	7	9
Fingerprint & Background Checks	124	137
Facial Recognition Cases Reviewed	NA	96,969
Facial Recognition Investigations	NA	14

Legal Services

Jill Dunn, General Counsel

The Legal Services Section ensures the ethical interpretation and enforcement of all laws within the agency's purview, provides legal advice on all issues before the DMV and its boards, and directs representation of the agency before administrative and civil tribunals.

Additionally, this section reviews, prepares, and advises the Commissioner regarding legal documents, statutes, regulations, policies, and procedures. It also responds to all DMV litigation, FOIA requests, Driver Privacy Protection Act requests, writes contracts for the Division and represents the Division at Legislative hearings.

Litigation Statistics

	2016	2017
Administrative Driver's License Hearings (OAH)	1,915	2,169
Bankruptcy	4	13
General Litigation	4	3

WV Circuit Court Cases	2016	2017
Received	42	94
Won	22	35
Lost	8	5
WV Supreme Court Cases		
Received	13	11
Won	9	9
Lost	4	2

Management Services

Jerry Conrad, Director

Management Services performs various administrative and fiscal tasks including revenue control, bad check collection, purchasing, auditing, accounting, and title entry.

Receiving & Processing

The Receiving & Processing Unit processes title work and vehicle renewals received via U.S. mail. In FY 2017 the efficient operation of this unit enabled the DMV to deposit \$37,539,608 in privilege tax remittances from vehicle owners within hours of receipt, while tracking the status of "in process" title work. This unit also processed checks from customers, totaling \$55,684,174 in FY 2017.

Additionally, this unit sends certified mail for the DMV and saved the DMV thousands of dollars by processing most of this certified mail electronically. The recipients signatures are then verified online to ensure proper delivery.

Accounting

The Accounting Unit is responsible for depositing and recording all accounting transactions. In FY 2017 \$334,535,487 was collected in revenue. This includes the \$204,110,912 collected in privilege taxes, which the state uses to match federal highway construction grants. Additionally, \$134,338 in checks that were received were returned to the DMV for insufficient funds. Of this total, \$109,514 was recovered.

Credit cards are accepted at most DMV offices, as well as online, at the kiosks, and the Fairmont Testing Center. During FY 2017, 400,863 credit card transactions were processed, totaling approximately \$31,918,168. A total of \$799,685 was paid by the DMV in user fees.

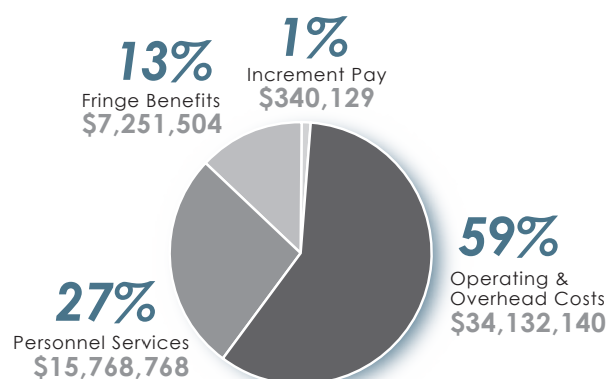
Receiving & Processing Transactions

	2016	2017
Vehicle Titles & Applications Processed	244,770	237,377
Total Checks Processed	214,628	117,006
Total Pieces of Outgoing Certified Mail	119,843	132,593
Total Pieces of Electronic Certified Mail	119,697	132,487

Accounting Transactions

	2016	2017
Total Checks Returned for Insufficient Funds	644	591
Returned Checks Recovered	425	406
Total Credit Card Transactions Processed	376,804	400,863

Agency Expenditures



Purchasing & Accounts Payable

The Purchasing and Accounts Payable Unit oversees all DMV purchases, expenditures, facility maintenance, security systems, repairs to equipment (telephones, shredders, copy machines, etc.), employee travel and training costs, building and equipment leases, postage accounts, fixed assets and surplus property distribution.

In FY 2017 this unit processed 5,822 live check and EFT payment transactions totaling \$88,715,419.15, and 8,092 credit card transactions totaling \$2,620,034.20.

Warehouse & Inventory Supply

The Division's Warehouse and Inventory Supply Unit is responsible for ordering and maintaining all DMV license plates, decals, titles and registration documents, forms, envelopes, brochures, manuals, and janitorial supplies. The Warehouse also ensures adequate stock and distribution of these supplies to DMV offices, County Sheriff's Offices, and Authorized Service Provider participating dealerships statewide.

Revenue Trend in U.S. Dollars

FY 2007 - FY 2017

2017	\$335,357,016
2016	\$323,996,952
2015	\$324,568,507
2014	\$312,635,977
2013	\$285,630,817
2012	\$297,811,535
2011	\$284,115,429
2010	\$254,019,887
2009	\$260,318,868
2008	\$276,438,497
2007	\$280,214,210

Agency Revenue by Source

Road Fund	2016 Total	2017 Total
Other Road Fund Revenue (600)	\$91,450,992	\$104,354,021
Privilege Tax	\$206,227,245	\$204,110,912
Litter Control Fees	\$1,853,492	\$1,876,083
Miscellaneous Fees (611)	\$1,305,901	\$1,868,405
Special Revenue		
Motor Vehicle Fees Fund (8223)	\$5,260,316	\$5,328,551
Boat License (DNR)	\$67,441	\$721,892
Motorcycle Safety (DMV)	\$363,707	\$414,102
Voter Registration Fees (Secretary of State)	\$128,570	\$199,746
DMV/DNR Non-game Wildlife Fund (1 year)	\$173,820	\$192,885
DMV/DNR Non-game Wildlife Fund (2 year)	\$166,171	\$201,981
Ad Valorem	\$14,048,035	\$13,238,964
Environmental Cleanup	\$2,752,202	\$2,810,443
Dealer Recovery Fund	\$190,705	\$39,030
Prior Year Expiring Funds	\$0	\$0
Total Revenue	\$323,996,952	\$335,357,016

Regional Office Services

Linda Ellis, Director

The first regional office of the DMV opened its doors in Winfield in 1975 and over the last 42 years, the number of full service regional offices available to the public has grown to 24.

In addition to the regional offices, there is one testing site that is open to the public providing 25 total locations staffed to handle general customer inquiries and process DMV transactions on behalf of the agency.

Across the state the DMV regional offices process the majority of all customer transactions.

Regional Office Operation Totals

	2016	2017
Dealer Revenue Collected	\$48,478,786	\$62,635,909
Titles Instant Printed	104,598	109,446
Titles Processed	387,385	570,373
Operator Renewals	488,125	495,319
Vehicle Renewals	309,259	415,741
Driver Exams (skills)	26,874	26,874
CDL Exams (knowledge)	29,146	29,146

Examples of what the regional offices do include:

- *Conducts all drivers, commercial drivers' knowledge, and motorcycle knowledge and skills examinations.*
- *Provides information and DMV publications and forms.*
- *Determines eligibility of all WV license and ID card applicants ensuring compliance with the REAL ID Act of 2005.*
- *Verifies school enrollment forms provided for all Graduated Driver's License (GDL) transactions.*
- *Confirms legal and valid driver license status via the Problem Driver Point System (PDPS).*
- *Processes driver's license card issuances, duplicates, and renewals.*
- *Transfers new resident title work, registration, and driver's licenses.*
- *Processes ID card issuances, duplicates, and renewals for adults and children.*
- *Processes state employee ID cards.*
- *Issues mobility impaired parking placards and license plates.*
- *Verifies liens and encumbrances.*
- *Verifies insurance coverage and payment of personal property taxes in conjunction with vehicle registration renewals.*
- *Assists customers in electronic voter registration.*
- *Collects fees for the West Virginia Road Fund and other state agency programs.*
- *Distributes information on alcohol awareness, motorcycle safety, ATV safety, child passenger safety, and the Governor's Highway Safety Program.*
- *Host sites for administrative hearings.*

Regional Office Totals & Revenues

Office Location	Transactions	Revenue
Beckley	85,495	\$4,183,321
Charles Town	113,369	\$6,374,235
Clarksburg	99,137	\$5,485,311
Elkins	79,726	\$5,314,626
Fairmont (Test Site)	24,746	\$236,336
Flatwoods	45,680	\$2,491,321
Franklin	23,965	\$2,173,414
Huntington	116,768	\$11,047,788
Kanawha City	185,620	\$6,938,799
Lewisburg	55,480	\$3,737,460
Logan	61,701	\$3,825,950
Martinsburg	119,136	\$8,184,496
Moorefield	46,319	\$2,096,448
Morgantown	150,833	\$9,731,978
Moundsville	89,438	\$8,908,699
Parkersburg	128,503	\$12,515,574
Point Pleasant	39,991	\$3,210,682
Princeton	84,704	\$6,556,001
Romney	60,726	\$3,626,541
Spencer	34,063	\$1,883,934
Summersville	73,511	\$8,594,148
Weirton	60,203	\$4,786,105
Welch	33,916	\$1,189,872
Williamson	31,640	\$2,316,130
Winfield	143,608	\$14,725,710
Total	1,988,278	\$140,134,878

Vehicle Services

Michael Maggard, Director

The Vehicle Services section is composed of three units within DMV that are connected by the requirement to title and register vehicles in West Virginia. The units are as follows: Titles & Registrations, Dealer Services and Motor Carrier Services.

Titles & Registrations

The Titles and Registrations unit processes registrations and titles for all vehicles (including motorboats) and issues special license plates. Technological innovation has enabled the unit to process all title work promptly upon receipt, track all title work in progress, and provide comprehensive information to customers who call in with questions.

This unit has been aggressive in implementing federal mandates that require increased scrutiny of odometer statements and the use of special tamper-resistant forms for many title transactions.

This unit also handles all customer requests through DMV online services for duplicate titles, decals, and license plates as well as registration renewals.

Dealer/Leasing Services

The Dealer Services unit issues motor vehicle dealer licenses and license service operation permits. They also inspect reconstructed vehicles, oversee temporary registration plate issuances by dealers and license services, conduct inspections and investigations of licensed dealers and license services annually and issue salesperson licenses.

Title & Registration Transactions

	2016	2017
Titles Processed	797,244	807,166
Title File Scans	737,222	648,542
License Plate Transfers	188,673	183,311
License Plate Exchanges	578	550
Duplicate Plate Issues	7,449	8,797
Duplicate Decal Issues	7,726	9,156
Lien Recordings	304,507	299,186

Registrations by Class

	Class	2016	2017
A	Passenger	1,316,489	1,376,643
B	Trucks	46,165	42,166
C	Trailers & Semis	226,196	301,704
G	Motorcycles	53,312	50,755
H	Buses	220	199
J	Taxicabs	109	107
M	Special Mobile Equipment	647	583
P	Government	45,546	40,203
R	Camping Trailers	37,891	29,419
T	Boat Trailers	91,099	89,207
V	Antique Vehicles	12,998	26,490
X	Farm Vehicles	3,078	2,738

West Virginia assesses leased vehicle taxes according to the value of a vehicle's lease, rather than the value of the vehicle itself. The DMV accordingly allows a special process for titling leased vehicles.

Annual revenues under this program have increased from \$854,000 to \$7,332,721 since FY 1995.

Vehicle Registrations by County

County	2016	2017	County	2016	2017
Barbour	15,643	15,969	Mineral	32,474	32,610
Berkeley	111,917	115,613	Mingo	23,512	23,632
Boone	20,749	20,577	Monongalia	73,533	75,257
Braxton	15,626	15,437	Monroe	15,772	16,044
Brooke	18,859	19,105	Morgan	19,513	20,262
Cabell	81,203	83,527	Nicholas	30,321	30,797
Calhoun	7,892	8,032	Ohio	39,371	40,042
Clay	9,181	9,406	Pendleton	10,401	10,620
Doddridge	5,638	5,732	Pleasants	7,472	7,562
Fayette	42,970	44,012	Pocahontas	11,256	11,294
Gilmer	6,933	7,059	Preston	35,721	36,886
Grant	15,139	15,836	Putnam	54,031	55,316
Greenbrier	40,823	40,600	Raleigh	69,675	69,997
Hampshire	28,764	29,392	Randolph	30,163	30,703
Hancock	28,971	29,725	Ritchie	12,822	12,967
Hardy	17,586	18,100	Roane	15,125	15,397
Harrison	72,426	73,749	Summers	11,197	11,304
Jackson	33,104	33,436	Taylor	14,934	15,314
Jefferson	59,742	61,439	Tucker	7,709	7,898
Kanawha	179,977	180,564	Tyler	8,957	9,156
Lewis	21,534	22,236	Upshur	32,314	32,481
Lincoln	19,389	19,579	Wayne	28,518	29,120
Logan	29,167	28,963	Webster	9,748	9,880
Marion	58,420	58,668	Wetzel	19,691	19,725
Marshall	26,653	26,661	Wirt	6,587	6,791
Mason	25,740	26,128	Wood	84,600	85,859
McDowell	17,379	17,639	Wyoming	20,249	20,437
Mercer	56,733	58,483	Out-of-State	44,335	44,460
				TOTAL	TOTAL
				1,838,160	1,867,478

Special & Organizational Plates

Plate Style	2016	2017
Amateur Radio	935	870
Antique	16,321	17,982
Breast Cancer Awareness	1,712	1,452
Certified Firefighter	139	126
Character Education	49	45
Disabled Veteran	4,783	5,078
DNR Wildlife (Bird)	8,692	7,166
DNR Wildlife (Deer)	12,854	10,080
Donate Life	274	241
Educator	578	622
EMS	915	814
Firefighter	1,042	915
Former Legislator	59	66
Governor's Numbers	990	923
Legislative	163	143
Medal of Honor	1	1
Military Organizations	7,186	7,242
Mobility Impaired	6,087	5,057
NASCAR	1,773	1,294
National Guard	615	646
Patriotic	6,128	5,625
Pearl Harbor Survivor	10	8
Personalized	41,187	40,678
Prisoner of War	76	59
Purple Heart	2,048	1,996
Silver-Haired Legislature	4	3
Special Organizations	6,643	6,731
Veteran	12,600	12,839
Volunteer Firefighter	1,789	1,647
Whitewater Rafting	760	666
Wounded Law Enforcement	33	33
4H/FFA	196	191
9-11 Commemorative	3,328	4,818

Vehicle Dealer Oversight

	2016	2017
Dealers Licenses	1,474	1,459
Dealer Pre-Application Inspections	190	176
Dealer Applicant Investigations	205	101
Dealer Compliance Investigations	2,949	3,506
Unlicensed Dealer Investigations	348	149
Reconstructed Vehicle Inspections	3,846	4,419
Total Temporary Plates Issued	100,651	99,305

	2016	2017
Temporary Plates Issued to Motorcycles	1,706	1,591
Temporary Plates Issued to Dealers	87,045	89,799
Temporary Plates Issued to License Services	11,325	7,695
Temporary Plates Issued to Auto Auctions	500	220
Revenue Leased Vehicles	\$7,332,721	\$8,236,868
Rental Taxes Collected	\$1,557,793	\$1,722,739

Motorboat Registrations by County

County	Fee Paying	Non-Fee Paying	Gov.	Total
Barbour	268	74	1	343
Berkeley	1,596	269	3	1,868
Boone	555	44	0	599
Braxton	517	72	2	590
Brooke	322	65	1	388
Cabell	1,449	77	5	1,531
Calhoun	163	42	0	205
Clay	250	61	0	311
Doddridge	116	34	1	150
Fayette	1,155	87	2	1,244
Gilmer	99	18	0	117
Grant	235	85	0	320
Greenbrier	543	239	4	786
Hampshire	391	233	0	624
Hancock	460	60	3	523
Hardy	232	202	0	434
Harrison	1,371	268	3	1,642
Jackson	813	130	0	943
Jefferson	749	97	2	848
Kanawha	3,875	365	211	4,450
Lewis	659	58	7	724
Lincoln	583	45	2	630
Logan	779	91	0	870
Marion	1,220	195	3	1,418
Marshall	528	163	1	692
Mason	621	119	1	741
McDowell	326	61	0	387
Mercer	1,263	113	0	1,376
Mineral	473	185	0	658

County	Fee Paying	Non-Fee Paying	Gov.	Total
Mingo	626	106	3	735
Monongalia	1,622	116	16	1,754
Monroe	291	19	1	311
Morgan	447	54	0	501
Nicholas	940	104	0	1,044
Ohio	566	115	0	681
Pendleton	71	83	1	155
Pleasants	234	55	2	294
Pocahontas	121	84	1	206
Preston	541	55	1	597
Putnam	1,340	128	1	1,469
Raleigh	1,599	104	1	1,704
Randolph	399	137	0	536
Ritchie	275	131	1	407
Roane	392	149	2	543
Summers	322	16	2	340
Taylor	511	49	1	561
Tucker	102	28	0	130
Tyler	254	90	0	344
Upshur	608	79	3	690
Wayne	932	31	2	965
Webster	225	35	0	260
Wetzel	420	122	3	545
Wirt	168	62	0	230
Wood	1,893	414	12	2,319
Wyoming	781	64	0	845
Out-of-State	75	7	0	82
TOTAL	37,291	5,982	305	43,578

Registered Dealers & Types

County	AA	D	DRV	DTR	DUC	F	MFG	REP	TRS	WDR	Total	County	AA	D	DRV	DTR	DUC	F	MFG	REP	TRS	WDR	Total
Barbour	0	1	0	0	6	0	0	0	0	1	8	Mineral	0	3	2	4	12	1	0	0	0	2	24
Berkeley	2	4	6	8	8	4	0	2	0	7	115	Mingo	0	2	2	1	3	1	0	0	0	1	10
Boone	0	2	1	0	6	1	0	1	0	0	11	Monongalia	0	11	4	4	40	5	0	1	0	6	71
Braxton	0	2	4	3	6	2	0	0	0	1	18	Monroe	0	0	1	2	3	0	0	0	0	0	6
Brooke	0	1	1	0	7	3	0	0	0	3	15	Morgan	0	1	1	2	6	1	0	1	0	1	130
Cabell	0	9	7	3	37	4	0	4	0	8	72	Nicholas	0	3	1	3	13	0	0	0	0	3	23
Calhoun	0	0	1	1	3	0	0	1	0	0	6	Ohio	0	11	5	6	19	2	0	1	0	2	46
Clay	0	0	0	0	3	0	0	0	0	0	3	Pendleton	0	0	0	1	3	0	0	1	0	1	6
Doddridge	0	0	1	1	1	0	0	1	0	0	4	Pleasants	0	1	2	3	5	0	0	0	0	0	11
Fayette	0	2	1	0	17	0	0	2	0	1	23	Pocahontas	0	1	0	0	2	0	0	0	0	1	4
Gilmer	0	0	0	0	2	0	0	0	0	0	2	Preston	1	2	1	2	18	1	0	0	0	2	27
Grant	0	0	1	1	7	1	0	1	0	0	11	Putnam	1	5	4	4	10	1	2	0	0	1	28
Greenbrier	0	4	2	1	16	1	0	0	0	4	28	Raleigh	1	9	9	9	40	5	1	0	0	3	77
Hampshire	0	1	4	3	13	2	0	2	0	0	25	Randolph	0	5	2	7	17	2	0	3	0	1	37
Hancock	0	1	1	0	8	1	0	1	0	2	14	Ritchie	0	0	0	2	6	1	2	0	0	1	12
Hardy	0	3	1	0	5	1	0	2	0	0	12	Roane	0	1	0	0	2	0	0	0	0	0	3
Harrison	1	9	5	6	49	9	0	0	0	4	83	Summers	0	0	0	0	1	0	0	0	0	0	1
Jackson	0	1	3	5	19	1	1	2	0	1	33	Taylor	0	1	0	0	6	0	0	0	1	3	11
Jefferson	1	3	1	3	12	0	0	0	0	1	21	Tucker	0	0	0	0	1	0	0	0	0	1	2
Kanawha	2	14	14	17	60	8	0	8	1	9	133	Tyler	0	2	0	0	1	0	0	1	0	0	4
Lewis	0	4	2	1	9	0	0	1	0	2	19	Upshur	1	2	1	2	14	1	0	0	1	2	24
Lincoln	0	0	0	0	6	0	0	0	0	4	10	Wayne	0	2	5	1	11	0	0	0	0	4	23
Logan	0	3	2	2	8	2	0	1	0	0	18	Webster	0	0	1	1	3	0	0	0	0	0	5
Marion	0	6	7	6	34	2	0	1	0	4	60	Wetzel	0	1	3	2	5	1	0	0	0	0	12
Marshall	0	4	2	1	12	1	0	1	0	4	25	Wirt	0	0	0	0	3	0	0	0	0	0	3
Mason	0	0	0	1	5	0	0	0	0	1	7	Wood	0	10	15	10	47	7	3	5	0	11	108
McDowell	0	0	0	0	6	0	0	1	0	0	7	Wyoming	0	0	1	1	1	0	0	0	0	1	4
Mercer	0	7	11	7	42	7	0	1	0	6	81	TOTAL	10	154	138	137	773	79	9	46	3	110	1,459

Registered Dealer Key

Dealer Types

D	New & used vehicles, not including motorcycles
DTR	Trailers, semi-trailers, and/or house trailers
DUC	Used vehicles, not including motorcycles
F	New & used motorcycles
MFG	Reconstructors, assemblers, and/or reassemblers of vehicles with special bodies
TRS	Transporters of vehicles to and/or from plants and agents of a manufacturer of purchaser
REP	Financial institutions authorized to repossess vehicles
DRV	Recreational vehicle dealers
AA	Auctioneers
WDR	Dealers in used parts, wreckers, and dismantlers of vehicles for resale of parts

Motor Carrier Services

This unit of the DMV Vehicle Services section oversees credential issuance to and revenue collection from the commercial trucking industry. The Motor Carrier Services section administers West Virginia's participation in two, multi-jurisdictional, revenue and credential reciprocity compacts:

1) International Registration Plan (IRP): IRP regulates commercial vehicle registration.

2) International Fuel Tax Agreement (IFTA): IFTA administers credentialing for commercial fuel taxes.

The two compacts spearhead a technology-driven effort to simplify legal compliance procedures for the trucking industry and bring maximum economic efficiency to interstate and US-Canadian commerce.

IRP and IFTA enable United States and Canadian commercial motor carriers to operate throughout most of North America with tax and registration credentials issued by their home jurisdiction. The compacts require all vehicles of more than 26,000 pounds gross vehicle weight (GVW) and having three (3) or more axles to register their vehicles and pay their fees in their home jurisdictions. Ten Canadian provinces and all of the states of the continental United States recognize IRP credentials. IFTA credentials are valid for travel in all of Canada and the continental United States.

This unit also utilizes the Commercial Vehicle Information Systems Network (CVISN) and other Intelligent Transportation Systems/Commercial Vehicle Operations (ITS/CVO) initiatives directed by the Federal Motor Carrier Safety Administration (FMCSA). CVISN and ITS/CVO initiatives are focused on streamlining government regulatory processes by consolidation of functions and electronic data exchanges.

Other Motor Carrier Operations

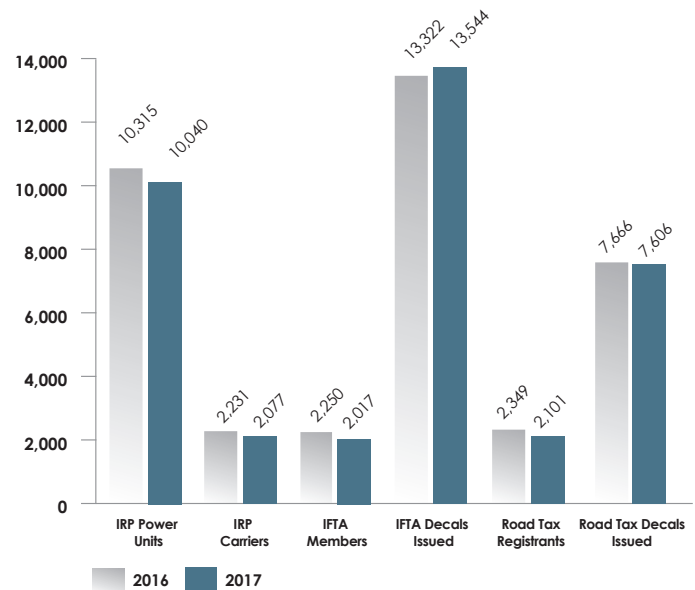
- *Collection of apportioned ad valorem fees for West Virginia counties*
- *Advice and training for law enforcement personnel and others concerning policies, regulations, and statutes pertaining to commercial vehicles*
- *Processing and issuance of fuel tax decals for intrastate motor carriers*

Motor Carrier Goals & Objectives

- *Continue to introduce new motor carriers to electronic credentialing and self-credentialing*
- *Streamline administration of motor carrier credentialing and taxation*
- *Reduce administrative paperwork and enhance compliance with motor carrier regulations through technology*
- *Continue the PRISM program to improve the safety performance of high-risk carriers*

Motor Carrier Totals

IRP, IFTA, and Road Tax

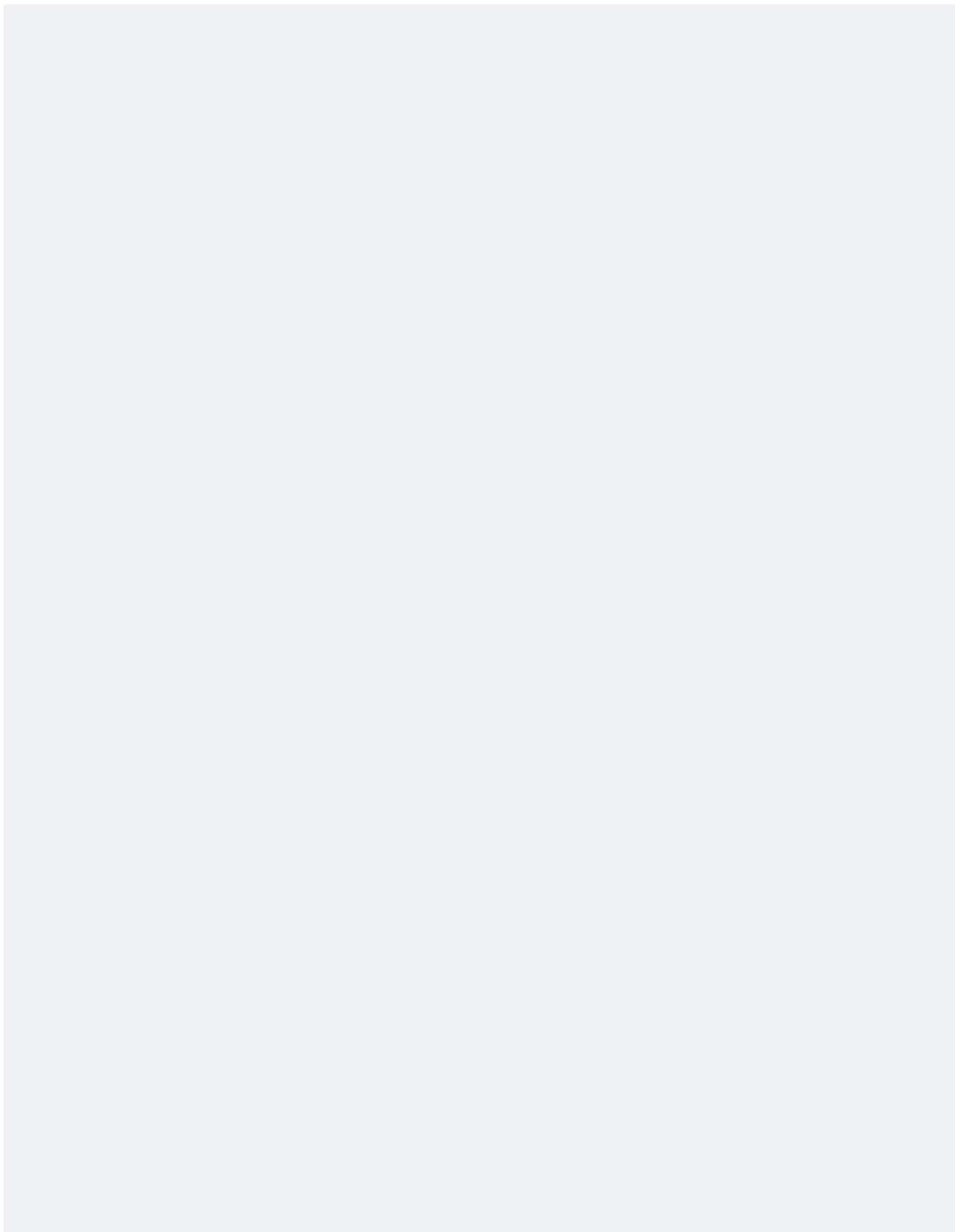


Commercial Driver's License Holders	2016	2017
	47,515	44,376

IRP Revenue

	2016	2017
Collected from WV Based Carriers	\$37,265,212	\$38,682,599
Collected from Other States	\$25,503,604	\$26,199,610
Paid to Other States	\$5,640,920	\$5,378,676
Ad Valorem	\$15,046,125	\$13,597,299

Notes

A large, empty light gray rectangular box intended for taking notes, occupying the majority of the page below the title.



dmv.wv.gov
1-800-642-9066

Photo courtesy West Virginia Tourism